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QUALITY POLICY STATEMENT

The Quality aims of **Swish Building Products** are in line with the Quality Policy requirements of Epwin Group and may be outlined as follows:

1. To supply PVC profiles, mouldings, and other products to a quality standard as good as, but preferably better than that of our competitors.
2. To provide Customers with a level of service, delivery and support which is, and is perceived to be, of benefit to them.
3. To give complete customer satisfaction every time.

This is to be achieved by establishing and maintaining key performance indicators against which performance and improvement will be measured. The business will operate an integrated Management System in accordance with the requirements of ISO9001:2015.

Under the requirements of the IMS, Senior Management is committed to:

- Ensuring that customer and other stakeholder's requirements are determined, understood and consistently met.
- Continual improvement of the IMS. Ensuring that risks and opportunities that can affect our products, services and customer satisfaction are determined and addressed.

Under the requirements of the IMS, Senior Management shall:

- Take accountability for the effectiveness of the IMS.
- Ensure the quality policy, and quality objectives are established for the IMS and are compatible with the context and strategic direction of the company. Quality objectives have been set and are maintained as part of the IMS internal auditing, monitoring and management review processes, in order to enhance customer satisfaction.
- Promote the use of a process approach and risk-based thinking.
- Ensure that the resources required to operate the IMS effectively are made available, including training, support, and encouragement.
- Communicate the importance of effective quality management and of conforming to the IMS requirements.
- Ensure that the IMS achieves its intended results and is effective in its operation.
- Promote improvement.
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- Establish partnerships with suppliers and interested parties to provide an improved service.

This policy will be communicated to all employees and organisations working for, or on our behalf. Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others or the environment.

This policy will be reviewed annually by senior management and where deemed necessary will be amended and re-issued. Previous versions of this policy are archived.

This policy is available to relevant interested parties, upon reasonable request.



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Managing Director